

Stephen Mensah

Claims Adjuster Trainee for USAA

Davis, CA 95616

mensah.57@buckeyemail.osu.edu

614-392-7311

Works well independently or within a team environment with strong problem solving, customer service, and leadership skills, seeking position to utilize and expand upon my customer service skills. Ability to adapt to situations in a changing environment.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Healthcare Representative

TriWest Healthcare Alliance - Folsom, CA

June 2019 to Present

Third Party Support Representative for Triwest; Working directly with veterans for Misson Act Support.

Claims Adjuster Trainee for USAA

Safelite Auto Group - Dublin, OH

July 2018 to April 2019

- Customer Policies
- Inbound Calls
- Filing auto claims
- Dealing with auto damages made to vehicles

Help Desk Analyst

Keno Kozie Associates - Columbus, OH

March 2018 to July 2018

- Law Firm
- Support Troubleshooting
- Handling Paperwork
- Utilizing Desktops and Laptops
- Utilizing Printers

Customer Service Representative

HKT Teleservices - Dublin, OH

July 2017 to February 2018

- Customer Satisfaction Liaison
- Tech Support
- Inbound/outbound Calls
- Resolving problems related to Airbnb travel companies
- Team Lead Position

Tech Support

Plus One Communications

January 2016 to May 2017

- Resolving customer Issues
- Internet Routing
- Scheduling technicians
- Sales and upselling services
- Inbound and outbound calls

Education

Political Science

The Ohio State University College of Arts & Science

Skills

Excel, Team Building, Microsoft Office, Inventory, Sales